



Insured by Humana Wisconsin Health
Organization Insurance Corporation

HUMANA-WESTERN REGION

PreferredOne provider network
Two Riverwood Place – Suite 300
N 19 W24133 Riverwood Place
Waukesha, WI 53188
800-4HUMANA (800-448-6262)

***For questions during Dual Choice enrollment, please call the Open Enrollment Hotline toll free @ 1-888-393-6765 between 7 AM and 7 PM. TDD services available 1-800-526-0844.**

Type of Plan Health Maintenance Organization (For Profit)
Total Number of Members 3,234
Years of Operating Experience 16 years
Total Number of Primary Care Physicians (PCPs)..... 410
Percentage of PCPs Accepting New Patients..... 80%
Percentage of Board Certified Specialty Care Physicians N/A
Number of Urgent Care Facilities 23
Number of Dentists Provider of your choice
Percentage of Dentists Accepting New Patients Not applicable

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	For more detailed information please refer to the Humana Member Handbook inside your provider directory. PreferredOne specialists do NOT require a referral. Network Chiropractic and Behavioral Health providers do NOT require a referral.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Benefit (EOMB). You or your provider should then submit the itemized bill and the EOMB to the plan for processing as the secondary carrier.
Prescription Drug Policy	The Prescription Drug benefit is administered through Humana's Drug formulary, which includes over 850 drugs. A physician may request authorization in writing to cover a non-formulary drug; authorization may be granted based on documented medical necessity. Request a 2003 Provider Directory for more information.
Dispensing Policy	Prescriptions are dispensed in a maximum 30-day supply, with the exception of oral contraceptives. Authorization for multiple refills at one time for travel purposes may be obtained by the pharmacy containing Humana's Pharmacy Department.
Mail Order	Humana continues to offer a mail order prescription drug plan. Please refer to either the Humana Member Handbook inside your Provider Directory, visit the Humana website at www.humana.com or call Customer Service at 1-800-4Humana (800-448-6262).
Disposable Diabetic Supplies Procedure/Durable Medical Equipment	Most disposable supplies are available from a Plan pharmacy with the exception of oral contraceptives, which are dispensed at one copay per cycle. See Member Handbook for details. Durable medical equipment (DME) supplies (including insulin pumps) should be obtained from a Plan DME provider. You will pay your 20% copay when you pick up the DME supplies. See the Provider Directory for a listing.
Outpatient Mental Health Network/Policy	You may use any of the mental health/substance abuse providers listed in the Preferred One section of the Provider Directory. For assistance in identifying a specific mental health/substance abuse provider, contact Preferred One at 1-800-361-0491.

ADDITIONAL INFORMATION

24-Hour Nurse Line	A 24-hour, 7-day a week medical information line, HumanaFirst, is available for Humana members.
PCP Restrictions	You and each family member must select a primary care physician from the PreferredOne network.
Dental Benefits	100% preventative care; 50% basic care; 50% orthodontic coverage up to an individual ortho lifetime maximum of \$1200. Orthodontic coverage limited to each covered dependent child under age 18. Select your own dentist. However, charges are subject to usual and customary limitations for services provided by a non-contracted provider. See the Provider Directory for a listing of contracted providers or visit the website: www.humanadental.com .
Quality Improvements Initiatives	<ul style="list-style-type: none"> 2002 HEDIS results exceeded last year's national average (most recent figures available) 88% of the time. A number of initiatives are being pursued to exceed this average in 2003. Starting this year, Humana makes personal reminder calls to members regarding mammograms and pap smears to help increase mammography and cervical cancer screenings. Reminder cards also go out to promote timely screenings and immunizations. Humana has enhanced its website, now providing timely information through a member-specific custom web page, <i>MyHumana</i>. Humana.com also provides ready access to health-education resources, such as on-line health assessment programs.

Counties in Service Area	Hospitals in County*	Major Providers in County*
Douglas	St. Mary's Hospital of Superior	Preferred One
Dunn	Myrtle Werth Hospital	Preferred One
Eau Claire	Luther Hospital;Midelfort Clinic	Preferred One
Pierce	River Falls Area Hospital	Preferred One
Polk	Amery Regional Medical Center	Preferred One
	Osceola Medical Center	Preferred One
St. Croix	Holy Family Hospital, Baldwin Hospital, Hudson Memorial	Preferred One

Humana on the web: Use the secure Member Self-Service Center to get the information you want, when you want it: New ID Cards, claim information, pharmacy information including a drug library, RX history, and mail order.

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.